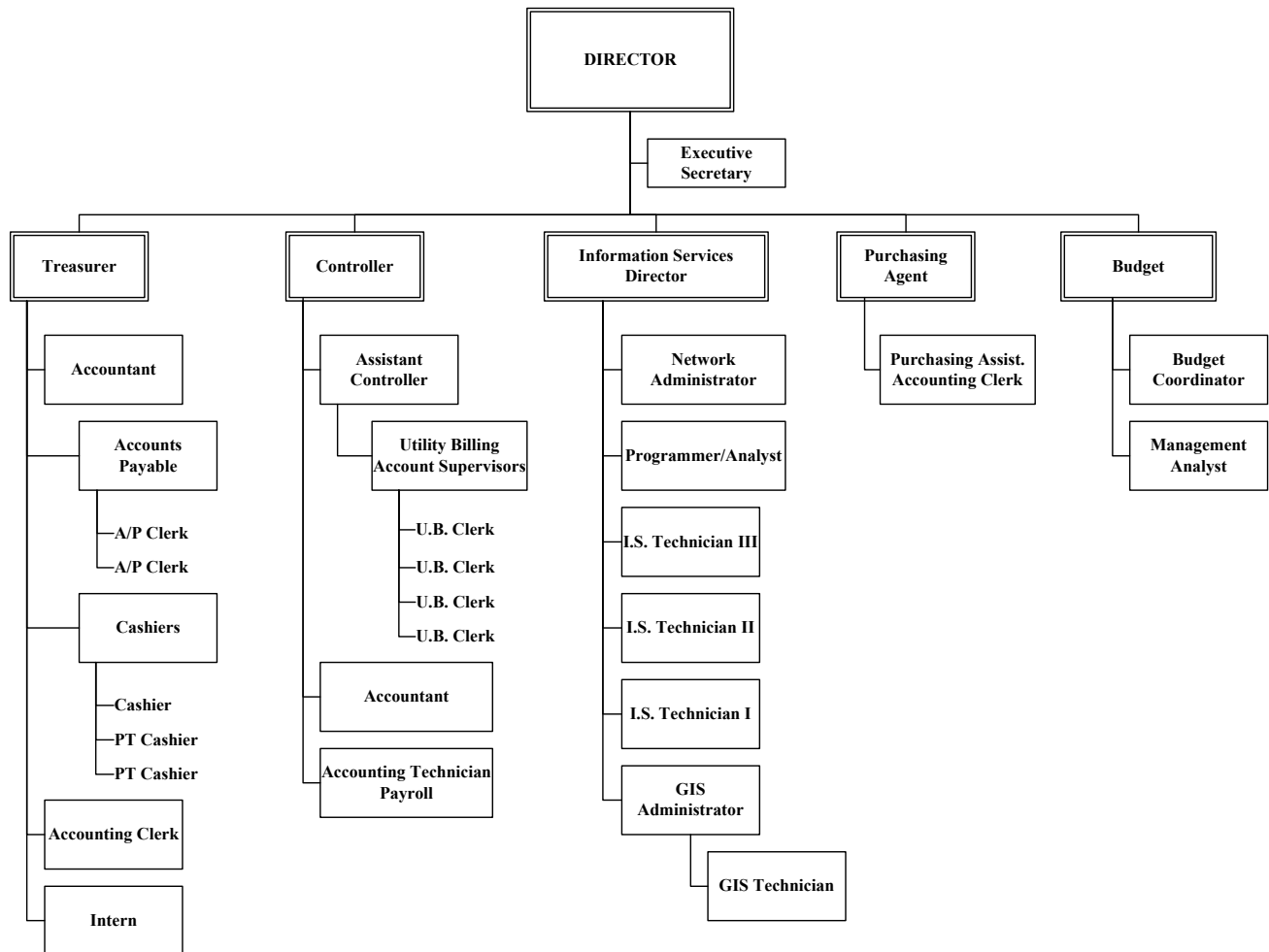


Department Organization

Finance & Information Services

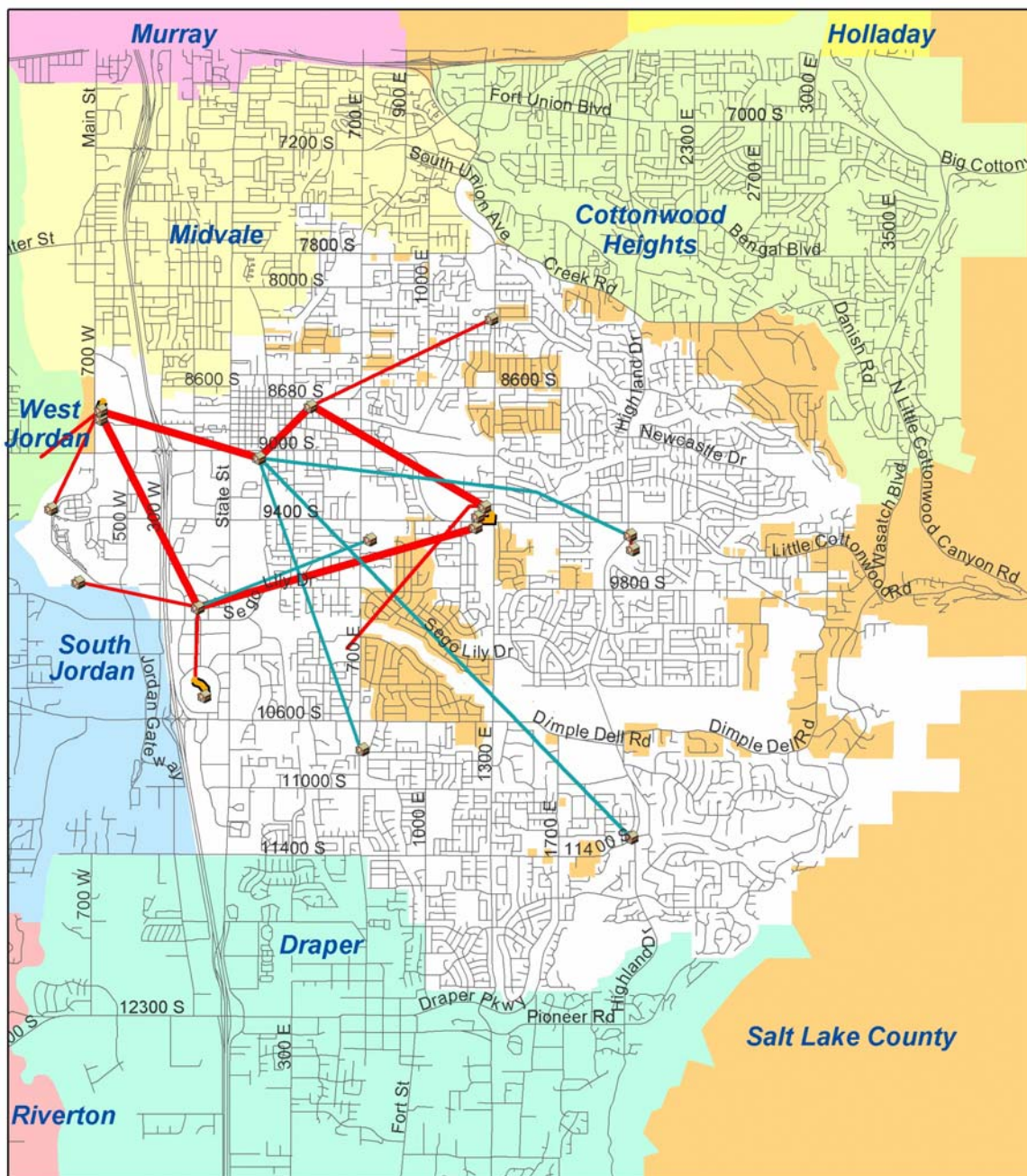


Department Description

The Finance & Information Services department has the responsibility of acting as the gatekeeper for the city. The department provides budget, purchasing, accounting, utility billing, and funding direction for the city.

Department Mission

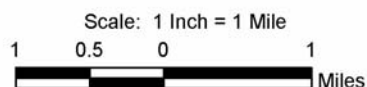
The mission of the Finance & Information Services department is to provide information and support services for city administration, operating departments, and citizens in accordance with applicable requirements and regulations.



Legend

- T-1
- Wireless 10
- Fiber
- Wireless 18

Information Systems Network



Produced by Sandy City GIS
 Jason DeWitt, GIS Technician
 April 15, 2005

Policies & Objectives**Finance & Information Services Administration**

- Maintain AA+ bond rating.
- Maintain adequate fund balance/working capital reserves for each fund.
- Maintain a high debt payoff ratio (65% or more of principal in 10 years).

Five-year Accomplishments

- Received bond rating upgrade from AA to AA+.
- Increased general fund balance reserve from 8.4% of estimated revenues to 11.5% of estimated revenues.
- Maintained 10-year principal debt payoff below 65%.

Significant Budget Issues

No significant budget issues.

Budget Information

Department 170	2004 Actual	2005 Actual	2006 Actual	2007 Estimated	2008 Approved
Financing Sources:					
General Taxes & Revenue	\$ 200,912	\$ 223,454	\$ 217,469	\$ 224,082	\$ 188,914
Administrative Charges					
31415 Information Services	34,367	31,043	30,672	78,835	79,080
Total Financing Sources	\$ 235,279	\$ 254,497	\$ 248,141	\$ 302,917	\$ 267,994
Financing Uses:					
411111 Regular Pay	\$ 154,640	\$ 159,894	\$ 169,590	\$ 172,737	\$ 172,737
411113 Vacation Accrual	-	-	510	573	-
411121 Seasonal Pay	2,392	-	2,888	-	-
411131 Overtime/Gap	22	-	-	500	500
411211 Variable Benefits	30,614	31,423	34,401	32,762	32,762
411213 Fixed Benefits	9,361	10,827	10,336	11,097	11,097
411214 Retiree Health Benefit	4,433	3,774	4,803	2,498	2,824
41132 Mileage Reimbursement	-	-	171	200	200
4121 Books, Sub. & Memberships	1,118	1,714	1,574	1,500	1,500
41231 Travel	1,083	(190)	785	2,500	2,500
41232 Meetings	593	530	1,125	500	500
41234 Education	1,892	1,500	1,500	2,500	2,500
41235 Training	-	-	-	500	500
412400 Office Supplies	3,395	1,686	1,620	3,600	3,600
412440 Computer Supplies	-	-	-	285	285
412490 Miscellaneous Supplies	-	709	233	300	300
412511 Equipment O & M	-	900	689	300	300
412611 Telephone	1,093	1,114	850	1,072	1,127
41379 Professional Services	-	-	60	40,000	-
414111 IS Charges	24,643	40,035	16,287	23,723	28,992
4174 Equipment	-	581	719	5,770	5,770
Total Financing Uses	\$ 235,279	\$ 254,497	\$ 248,141	\$ 302,917	\$ 267,994

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2006	FY 2007	FY 2008
Appointed - Category 1:					
Director	\$ 3,001.60	\$ 4,502.40	1.00	1.00	1.00
Regular:					
Executive Secretary	\$ 1,145.60	\$ 1,718.40	1.00	1.00	1.00
Seasonal:					
Graduate Intern	\$ 10.26	\$ 14.00			
Management Intern	\$ 9.55	\$ 13.02			
Total FTEs			2.00	2.00	2.00

ACCOUNTING

- Ensure compliance with State Fiscal Procedures Act in order to receive an unqualified opinion from independent auditors.
- Earn the Government Finance Officers Association (GFOA) Excellence in Financial Reporting Award.
- Prepare and distribute a monthly budget report on or before the tenth day of each month.

ACCOUNTS PAYABLE

- Ensure all payments comply with current city policy.
- Train departments on accounts payable, purchasing, travel, and city credit card policy.
- Pay 95% of all invoices on time.

PAYROLL

- Process payroll and associated payroll liabilities in an accurate and timely manner.
- Submit accurate quarterly and annual payroll returns by state and federal due dates.

RECEPTION & PBX

- Answer main city lines within three rings.
- Greet public providing directions and information in a knowledgeable and courteous manner.

TREASURY

- Train departments on proper cash procedures.
- Ensure compliance with State Money Management Act.

UTILITY BILLING

- Process all utility bills within three days after the meter read date.
- Collect 99.5% of the amount billed (less than 0.05% write-off rate).
- Implement new billing software which will facilitate e-government alternatives for customers.

Five-year Accomplishments

- Received 19 consecutive Excellence in Financial Reporting Awards from the GFOA.
- Integrated the accounting for three additional entities (Alta Canyon Sports Center, River Oaks Golf Course, and Sandy Arts Guild) into the city's financial system without additional accounts payable, cashiering, or payroll personnel.
- Implemented credit card payment system allowing customer payments by credit card for city services.
- Implemented GASB 34 for fiscal year 2003, which changed the overall financial statements and GASB 44 for fiscal year 2006 which increased the requirements for the statistical section of the CAFR.
- Improved cashiering processes with the adoption of a new cashier policy which focuses on accountability and internal controls; business license and ambulance payments are now processed in central cashiering and new cash handling procedures have been implemented at River Oaks Golf Course.
- Enabled electronic payments to vendors for payroll liabilities and other items.
- Improved the meter reading routes after completion of the automated meter conversion.
- Implemented the "budget billing" alternative for customers.

Performance Measures & Analysis

Finance Services

Governmental accounting continues to increase in complexity as the public requires more accountability of the use of public funds. The Governmental Accounting Standards Board (GASB) recently issued Statement 34. This statement made sweeping changes to the scope and content of required financial statements prepared by governmental entities. Additionally, the GASB issued Statement 44 which substantially increased the requirements for the statistical section of the Comprehensive Annual Financial Report (CAFR). We implemented GASB 34 in fiscal year 2003 and GASB 44 in fiscal year 2006, and they had a substantial impact on our workload. We anticipate ongoing training and change to our current accounting processes in order to continue to comply with the intent of these and other reporting requirements.

The city has been fortunate to obtain money for completion of capital projects to provide services to our citizens through federal grants and low-interest bonding. The use of federal grants and creative financing tools like special improvement districts and sales tax and revenue bonds also requires additional accounting and compliance with federal and state laws.

An increasing percentage of our citizenry is sophisticated in the use of technology. We have many requests to provide more of our services in an electronic environment. We continue to dedicate time and resources to meet these requests where possible.

The measures that follow allow us to monitor our performance on the policies and objectives stated above and on our use of funds allocated to the Financial Services division.

Measure (Fiscal Year)	2004	2005	2006	2007*	2008**
ACCOUNTING					
Monthly Budget Reports prepared:					
on time	9	9	10	11	11
1-3 days late	3	2	2	1	1
more than 3 days	-	1	-	-	-
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)***					
Budget report info allows me to manage my budget	N/A	4.46	N/A	N/A	N/A
Budget report is accurate	N/A	4.29	N/A	N/A	N/A
Budget report is timely	N/A	4.31	N/A	N/A	N/A
Budget info is available on line	N/A	3.61	N/A	N/A	N/A
Staff is helpful in providing info	N/A	4.53	N/A	N/A	N/A
Info received is adequate to manage my projects	N/A	4.19	N/A	N/A	N/A
I am trained to extract mgmt info	N/A	3.85	N/A	N/A	N/A
I am trained to manage fixed asset information	N/A	3.79	N/A	N/A	N/A
Overall satisfaction	N/A	4.18	N/A	N/A	N/A
ACCOUNTS PAYABLE					
Invoices processed annually	24,589	25,466	25,634	25,850	26,000
% of invoices paid late	3.34%	3.33%	3.32%	4.41%	4.50%
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)***					
Vendors paid promptly	N/A	4.73	N/A	N/A	N/A
Payments accurate	N/A	4.70	N/A	N/A	N/A
Courteous and helpful staff	N/A	4.71	N/A	N/A	N/A
Overall satisfaction	N/A	4.76	N/A	N/A	N/A
PAYROLL					
Payroll checks processed annually	18,804	18,713	18,472	19,200	19,200
W-2's issued	974	957	985	1,004	1,050
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)***					
Check accurately reflects time submitted	N/A	4.89	N/A	N/A	N/A
Courteous and helpful staff	N/A	4.84	N/A	N/A	N/A
Pay stub and annual summary are easy to understand	N/A	4.62	N/A	N/A	N/A
Overall satisfaction	N/A	4.80	N/A	N/A	N/A

Performance Measures & Analysis (cont.)

Finance Services

Measure (Fiscal Year)	2004	2005	2006	2007*	2008**
TREASURY					
Cash receipts processed annually	333,875	333,009	343,113	351,212	355,000
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)***					
Adequate internal controls for receiving cash payments	N/A	4.54	N/A	N/A	N/A
I am adequately trained in city policy	N/A	4.56	N/A	N/A	N/A
Courteous and helpful staff	N/A	4.73	N/A	N/A	N/A
Overall satisfaction	N/A	4.67	N/A	N/A	N/A
UTILITY BILLING					
Number of Accounts by Utility:					
Water	26,788	26,907	27,196	27,489	27,489
Waste Collection	22,936	23,065	23,274	23,399	23,399
Storm Water	24,493	24,535	24,627	24,806	24,806
Street Lighting	1,038	900	633	527	187
Utility Billing Write-offs:					
Dollar Amount	\$23,289	\$8,271	\$13,268	\$13,268	\$13,268
% of Sales	0.113%	0.044%	0.056%	0.050%	0.050%
Number of Accounts	244	126	182	182	182

* Estimated based on actual data through April 20, 2007.

** Targets for performance indicators and projections for workload indicators.

*** The biannual customer satisfaction survey was not administered during FY 2007 but will be administered in FY 2008.

Significant Budget Issues

- 1 Professional Services** - This amount will be used for armored car service for the city's daily deposits.
- 2 Staffing** - An Accountant II was reclassified as an Assistant Controller. A Utility Billing Lead Supervisor was reclassified as an Accountant. The Accounting Clerk position had previously been counted with the Utility Billing Supervisors.

Budget Information

Finance Services

Department 1720	2004 Actual	2005 Actual	2006 Actual	2007 Estimated	2008 Approved
Financing Sources:					
General Taxes & Revenue	\$ 395,298	\$ 328,511	\$ 297,412	\$ 313,177	\$ 355,349
Administrative Charges					
31411 Redevelopment Agency	6,220	5,018	5,883	8,136	6,969
31412 Water	297,996	378,047	434,820	451,770	457,335
31413 Waste Collection	153,424	177,893	140,615	126,931	124,566
31414 Fleet Operations	56,648	51,895	58,922	37,474	40,137
31415 Information Services	11,481	17,581	23,098	40,906	60,948
31416 Storm Water	66,301	64,277	60,388	64,909	57,286
31417 Alta Canyon	9,594	6,787	9,100	11,438	8,528
31418 Golf	2,648	3,439	4,430	4,498	4,198
31419 Amphitheater	-	-	-	244	595
314110 Recreation	-	-	-	1,692	1,913
314111 Risk Management	-	-	-	5,258	6,732
Total Financing Sources	\$ 999,610	\$ 1,033,448	\$ 1,034,668	\$ 1,066,433	\$ 1,124,556
Financing Uses:					
411111 Regular Pay	\$ 624,348	\$ 614,728	\$ 597,552	\$ 636,590	\$ 675,106
411113 Vacation Accrual	-	6,336	17,458	1,254	-
411121 Seasonal Pay	16,871	8,394	11,518	19,440	20,023
411131 Overtime/Gap	1,851	1,638	18	2,500	2,500
411211 Variable Benefits	132,305	129,035	128,315	138,296	146,623
411213 Fixed Benefits	108,401	106,495	100,621	104,044	106,559
411214 Retiree Health Benefit	3,970	3,643	3,785	4,316	4,650
41132 Mileage Reimbursement	256	670	854	1,500	1,500
4121 Books, Sub. & Memberships	1,799	2,777	2,202	2,000	2,000
41231 Travel	714	1,400	3,129	1,450	1,450
41232 Meetings	255	318	896	500	500
41235 Training	951	4,148	1,641	6,000	6,000
412400 Office Supplies	5,653	9,572	8,843	13,000	13,000
412440 Computer Supplies	-	2,072	3,119	1,244	1,244
412445 Billing Supplies	12,603	13,358	13,561	15,000	15,000
412511 Equipment O & M	987	1,348	1,382	3,000	3,000
412611 Telephone	7,670	8,484	6,798	10,122	9,636
41379 Professional Services	-	-	-	-	4,000
414111 IS Charges	75,168	83,141	103,516	101,177	106,765
4174 Equipment	5,808	35,891	29,460	5,000	5,000
Total Financing Uses	\$ 999,610	\$ 1,033,448	\$ 1,034,668	\$ 1,066,433	\$ 1,124,556

Budget Information

Finance Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2006	FY 2007	FY 2008
Appointed - Category 1:					
City Treasurer	\$ 2,196.00	\$ 3,294.00	1.00	1.00	1.00
Regular:					
Controller	\$ 2,045.60	\$ 3,068.40	1.00	1.00	1.00
Assistant Controller	\$ 1,904.80	\$ 2,857.20	0.00	0.00	1.00
Accountant II	\$ 1,670.40	\$ 2,505.60	0.00	1.00	0.00
Accountant	\$ 1,390.40	\$ 2,085.60	2.00	1.00	2.00
Accounting Technician	\$ 1,319.20	\$ 1,978.80	1.00	1.00	1.00
Utility Billing Lead Supervisor	\$ 1,319.20	\$ 1,978.80	1.00	1.00	0.00
Accounts Payable Specialist	\$ 1,068.00	\$ 1,602.00	2.00	2.00	2.00
Utility Billing Account Supervisor	\$ 925.60	\$ 1,388.40	5.00	5.00	4.00
Accounting Clerk	\$ 925.60	\$ 1,388.40	1.00	1.00	1.00
Cashier	\$ 925.60	\$ 1,388.40	1.00	1.00	1.00
Part-time:					
Cashier	\$ 11.57	\$ 17.36	2.25	2.25	2.25
Seasonal:			1.00	1.00	1.00
Graduate Intern	\$ 10.26	\$ 14.00			
Undergraduate Intern	\$ 9.55	\$ 13.02			
Total FTEs			18.25	18.25	17.25

2

2

2

2

2

2

Fee Information	2004 Approved	2005 Approved	2006 Approved	2007 Approved	2008 Approved
3184 Collection Fees					
Non Metered Accounts			Constable Fees		
Returned Checks					
Returned from Bank	\$25	\$25	\$25	\$25	\$25
To Legal Department for Collection	\$40	\$40	\$40	\$40	\$40
Sundry Billings					
To Legal Department for Collection	\$175	\$175	\$175	\$175	\$175
31491 Sale of Maps, Copies & Information					
Audit	\$20	\$20	\$25	\$25	\$25
Budget Book	\$20	\$20	\$25	\$25	\$25
31497 Franchise Application Fee	\$550	\$550	\$550	\$550	\$550
31496 IRB Review Fee	\$2,825	\$2,825	\$2,825	\$2,825	\$2,825
3116 Innkeeper Fee - per Ordinance	1.5%	1.5%	1.5%	1.5%	1.5%

BUDGET

Provide timely, relevant financial information to facilitate the City Administration and Council in making planning and policy decisions.

- Estimate revenues conservatively. Actual general fund revenue should exceed the budget by 1 to 3 percent.
- Provide needed information and advice during the budget process.
- Be fair when considering budget requests given city resources and priorities.

Communicate the final budget effectively to the public, the media, city employees, the auditors, bonding agencies, and other interested parties.

- Prepare a budget document that meets the criteria for the GFOA's Distinguished Budget Presentation Award.
- Make the final budget available within 15 working days after the start of the fiscal year in book form, on the city network, and on the internet.

Serve as a valuable resource to city departments by providing the financial information and feedback necessary for the lawful and efficient operation of city government.

- Publish budget documents and reports that are accurate.
- Publish monthly progress reports showing any amendments and accurate comparisons of year-to-date budget vs. actual figures.

PURCHASING

Procure high quality services and supplies in a timely manner at a competitive price.

- Process requisitions daily.
- Process purchase orders daily.
- Support the departments by answering questions and providing training.

Promote an ethical environment in which vendors can fairly compete for city business.

- Monitor purchases for compliance with city ordinances and policies.
- Notify, when practical, all interested vendors of opportunities to bid.
 - o Create a database of interested vendors and the commodities or services that they provide.
 - o Bring departments on line with the State Purchasing Card (VISA) System.

Five-year Accomplishments

BUDGET

- Implemented a new budget book format intended to enhance accountability and the review process.
- Received three consecutive Distinguished Budget Presentation Awards from the Government Finance Officers Association (GFOA).
- Developed a comprehensive summary budget that serves as a "lifiable budget" for interested parties.

PURCHASING

- Created reports that track department compliance and reduced non-compliance as illustrated on the next page.
- Added processes to the financial system for check requests, travel, and credit cards that work similar to the purchase order process and trained department buyers.

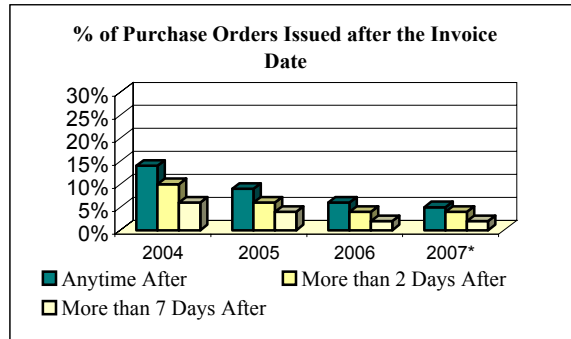
Performance Measures & Analysis

Customer feedback on budget services reflects improved satisfaction. All areas surveyed in FY 2005 rank 4.3 or higher on a scale of one to five with five being very satisfied. The past three budget documents have received the Distinguished Budget Presentation Award. Revenue forecasts are again generally underestimating actual collections with the improving economy. None of the funds had a negative revenue variance in FY 2006. The unusually high variance for FY 2005 in the storm water fund was due to late fees and interest associated with a legal case. Further adjustments in the FY 2008 forecast should result in further improvements.

Performance Measures & Analysis (cont.)

Budget Services

Purchasing compliance continues to improve as illustrated in the chart to the right. During FY 2004, a TQM team implemented some changes to the purchasing process and conducted additional training. Department buyers have responded positively to the initiatives and an increasing number of purchase orders are now issued timely as illustrated in the chart. Furthermore, when surveyed, department buyers indicated they feel that purchasing is doing a better job of both training them on the purchasing ordinance and keeping them in compliance.



Measure (Fiscal Year)	2004	2005	2006	2007*	2008**
BUDGET					
Accuracy Rate in Forecasting Revenue (actuals as + or - percent of forecast)					
General Fund	1.4%	7.6%	10.3%	9.2%	2.0%
Recreation Fund	-8.2%	2.1%	1.3%	0.5%	1.0%
Storm Water Operating Fund	2.6%	19.6%	4.2%	11.3%	1.0%
Water Fund	5.4%	-2.0%	8.6%	5.4%	1.0%
Weekly Waste Collection Fund	0.4%	2.2%	1.4%	2.1%	1.0%
Golf Fund	-12.6%	-11.0%	1.6%	3.4%	1.0%
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)***					
Provides needed information and advice during the budget process	N/A	4.38	N/A	N/A	N/A
Fairly considers requests given city resources and priorities	N/A	4.30	N/A	N/A	N/A
The final budget is accurate	N/A	4.47	N/A	N/A	N/A
GFOA Distinguished Budget Presentation Award	N/A	Yes	Yes	Yes	N/A
PURCHASING					
Number of Purchase Orders Issued after the Invoice Date					
Anytime After	14%	9%	6%	5%	4%
More than 2 Days After	10%	6%	4%	4%	3%
More than 7 Days After	6%	4%	2%	2%	1%
Number of Purchase Orders Issued					
Under \$1,000 - issued by the dept.	5,938	5,170	4,800	4,403	4,500
Under \$1,000 - issued by purchasing	803	774	730	716	700
Between \$1,000 and \$2,500	599	684	741	818	750
Over \$2,500	597	622	652	723	675
Number of Change Orders Processed	411	420	525	540	500
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)***					
Processes purchase orders in a timely manner	N/A	4.52	N/A	N/A	N/A
Helpful when preparing invitations for bids & requests for proposals	N/A	4.48	N/A	N/A	N/A
Keeps me in compliance with the purchasing ordinance	N/A	4.67	N/A	N/A	N/A
Answers questions helpfully and courteously	N/A	4.54	N/A	N/A	N/A
Gives me adequate training on the purchasing ordinance	N/A	4.31	N/A	N/A	N/A

* Estimated based on actual data through March 9, 2007.

** Targets for performance indicators and projections for workload indicators.

*** The biannual customer satisfaction survey was not administered during FY 2007 but will be administered in FY 2008.

Significant Budget Issues

Budget Services

1 **Staffing** - The Deputy Director position was replaced with a Budget Coordinator position.

Budget Information

Department 1730	2004 Actual	2005 Actual	2006 Actual	2007 Estimated	2008 Approved
Financing Sources:					
General Taxes & Revenue	\$ 134,023	\$ 134,738	\$ 229,451	\$ 172,946	\$ 118,947
Administrative Charges					
31411 Redevelopment Agency	6,708	5,524	6,238	10,222	8,828
31412 Water	33,212	37,132	45,327	56,984	57,693
31413 Waste Collection	4,839	4,874	9,813	13,888	13,511
31414 Fleet Operations	23,005	22,773	21,941	15,529	19,643
31415 Information Services	3,208	3,344	3,594	9,595	9,868
31416 Storm Water	9,281	8,241	9,619	13,802	13,306
31417 Alta Canyon	6,040	4,868	6,149	9,329	6,512
31418 Golf	2,176	3,394	4,275	5,039	5,328
31419 Amphitheater	-	-	-	355	680
314110 Recreation	-	-	-	1,662	1,777
314111 Risk Management	3,208	3,344	3,594	7,013	6,582
Total Financing Sources	\$ 225,700	\$ 228,232	\$ 340,001	\$ 316,364	\$ 262,675
Financing Uses:					
411111 Regular Pay	\$ 156,743	\$ 157,895	\$ 182,385	\$ 220,507	\$ 172,852
411113 Vacation Accrual	-	-	946	731	-
411131 Overtime/Gap	-	-	76	-	-
411211 Variable Benefits	32,885	33,362	39,458	47,702	37,387
411213 Fixed Benefits	21,228	21,493	22,389	23,962	30,067
411214 Retiree Health Benefit	1,892	1,969	2,125	2,006	-
41131 Vehicle Allowance	3,168	3,156	3,156	3,564	3,564
41132 Mileage Reimbursement	42	40	-	50	50
4121 Books, Sub. & Memberships	390	200	520	350	350
41231 Travel	1,378	200	949	2,750	2,750
41232 Meetings	-	35	569	-	-
41235 Training	95	-	-	1,450	1,450
412400 Office Supplies	524	715	770	800	800
412611 Telephone	737	750	893	1,159	1,212
414111 IS Charges	6,618	7,622	78,723	10,333	11,193
4174 Equipment	-	795	7,042	1,000	1,000
Total Financing Uses	\$ 225,700	\$ 228,232	\$ 340,001	\$ 316,364	\$ 262,675

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2006	FY 2007	FY 2008
Appointed - Category 1:					
Deputy Director	\$ 2,720.80	\$ 4,081.20	1.00	1.00	0.00
Financial Manager	\$ 2,045.60	\$ 3,068.40	1.00	0.00	0.00
Regular:					
Purchasing Agent	\$ 1,670.40	\$ 2,505.60	1.00	1.00	1.00
Budget Coordinator	\$ 1,670.40	\$ 2,505.60	0.00	0.00	1.00
Management Analyst	\$ 1,556.80	\$ 2,335.20	0.00	1.00	1.00
Part-time:					
Purchasing Assistant/Accounting Clerk	\$ 11.57	\$ 17.36	0.50	0.50	0.50
Total FTEs			3.50	3.50	3.50

- The Information Services (IS) Division is an internal service fund and as such charges fees for each computer, telephone, or connection to the various data systems. The revenue collected from these fees is intended to cover both the full operating and long-term capital costs of the services provided. The objective is to meet the service needs of the city departments at the lowest possible fee.
- The services and equipment covered by the IS and telephone fees are detailed in a statement of service levels that is reviewed annually with the IS Steering committee which is made up of department representatives.
- The IS and telephone charges include a capital component that funds a capital plan based on the replacement values and useful lives of all capital equipment within the fund. The fee is adequate to replace all equipment at the assumed useful life while maintaining a positive fund balance through a ten-year time horizon which is also the longest useful life of any piece of equipment. The IS fund balance fluctuates based on the timing of capital purchases. The assumptions used in the capital plan are adjusted annually and reviewed by the IS Steering Committee.

Five-year Accomplishments

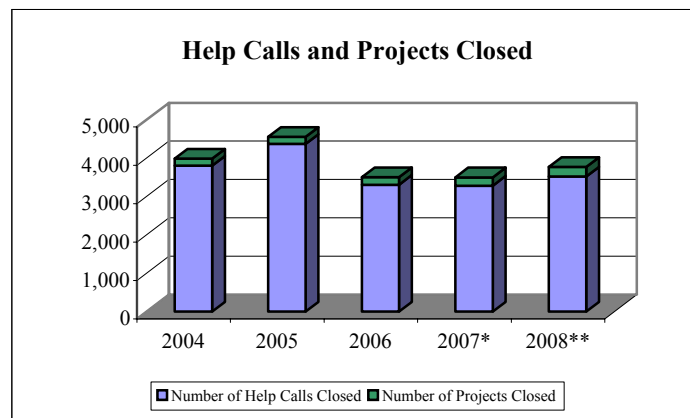
- Changed the city's internet service provider to Comcast, reducing our monthly cost for internet service while increasing our bandwidth from a 1.4MB T-1 line to 8MB cable.
- Extended voice and data connections to the court building via fiber eliminating the need for another server in a remote building.
- Established a Virtual Private Network (VPN) for the building inspectors which allows them access to the network while in the field. This is also being used by outside court agencies to obtain access to the city court server.
- Surplus property is now being sold on the internet as soon as it becomes surplus. (www.publicsurplus.com)
The city is getting significantly more revenue through internet sales than through in-house auctions.

Performance Measures & Analysis

Measure (Fiscal Year)	2004	2005	2006	2007*	2008**
Workload Indicators					
Supported PC's and Printers	379	363	373	398	400
Number of Telephones	426	444	477	501	502
Number of Financial System Connections	603	575	684	686	688
Number of GroupWise Connections	458	467	481	477	477
Number of Court System Connections	25	25	25	27	27
Number of GIS System Connections	50	62	83	84	84
No. of Document Imaging Connections	47	49	112	108	110
Number of Help Calls Closed	3799	4366	3304	3280	3520
Number of Projects Closed	184	188	200	218	250

* Estimated based on actual data through April 26, 2007.

** Targets for performance indicators and projections for workload indicators.



Performance Measures & Analysis

Fund 64 - Information Services

Measure (Fiscal Year)	2004	2005	2006	2007*	2008**
Efficiency Indicators					
% of Help Calls Closed the Same Day	59.31%	78.61%	81.02%	83.34%	85.00%
% of Help Calls Open More than 1 Week	6.06%	4.58%	4.27%	3.12%	4.50%

The customer survey*** solicited response in three general categories illustrated below. **"Help Desk Procedures"** has to do with how well the call was handled, if it was assigned to the appropriate technician, if help was available when needed, if the caller's needs were met, and if calls were lost. **"Call resolution"** rated the response to calls on the basis of courtesy, effectiveness, helpfulness, promptness, and problem solving. **"Overall Performance"** has to do with the overall performance of each system managed by IS. The survey results for Network PCs and Printers include all three categories. The results for other systems include **"Overall Performance"** only.

Network PCs and Printers					
Help Desk Procedures	N/A	3.89	N/A	N/A	N/A
Call Resolution	N/A	3.99	N/A	N/A	N/A
Overall Performance	N/A	3.99	N/A	N/A	N/A
Telephones and Voicemail	N/A	4.11	N/A	N/A	N/A
Financial System	N/A	4.27	N/A	N/A	N/A
Court System	N/A	3.22	N/A	N/A	N/A
Geographic Information System	N/A	4.35	N/A	N/A	N/A
Document Imaging	N/A	3.15	N/A	N/A	N/A

* Estimated based on actual data through April 26, 2007.

** Targets for performance indicators and projections for workload indicators.

*** The biannual customer satisfaction survey was not administered during FY 2007 but will be administered in FY 2008.

Significant Budget Issues

- 1 New Equipment** - This will purchase a Storage Area Network (SAN) and VMWare software to consolidate the city's servers and allocate storage space more efficiently. The cost for these items is allocated throughout the city departments on a percentage basis.
- 2 Harris Maintenance** - The new version of the utility billing software will increase our software maintenance costs.
- 3 GIS Technician I/II Position** - The change is attributed to hiring for a vacant position during the year at the GIS Technician I level.

Budget Information

Fund 64 - Information Services

Department 1724	2004 Actual	2005 Actual	2006 Actual	2007 Estimated	2008 Approved
Financing Sources:					
31491 Sale of Maps & Copies	\$ 1,200	\$ 739	\$ 1,214	\$ 1,149	\$ -
3169 Sundry Revenue	62,114	65,844	80,435	67,000	67,000
318261 IS Charges	868,865	834,480	1,008,289	977,910	1,109,431
318262 Telephone Charges	146,517	163,619	133,347	146,456	156,110
3361 Interest Income	6,880	16,107	39,763	42,281	42,620
3392 Sale of Fixed Assets	4,332	3,870	4,482	-	-
Total Financing Sources	\$ 1,089,908	\$ 1,084,659	\$ 1,267,530	\$ 1,234,796	\$ 1,375,161
Financing Uses:					
411111 Regular Pay	\$ 357,000	\$ 372,776	\$ 393,096	\$ 424,758	\$ 455,357
411135 On Call Pay	3,568	3,442	3,793	5,475	5,475
411211 Variable Benefits	75,365	77,856	84,573	100,206	100,327
411213 Fixed Benefits	63,245	64,401	62,598	71,459	69,800
411214 Retiree Health Benefit	-	-	-	-	1,976
41132 Mileage Reimbursement	1,835	1,280	1,206	1,400	1,400
4121 Books, Sub. & Memberships	477	344	185	650	650
41231 Travel	3,233	13,417	6,572	3,360	3,360
41235 Training	2,606	708	613	8,000	8,000
412400 Office Supplies	769	1,178	584	1,000	1,000
412420 Postage	219	161	158	100	100
412440 Computer Supplies	33,841	4,348	6,186	6,894	6,894
412511 Equipment O & M	14,186	6,828	5,467	24,456	23,485
412611 Telephone	999	673	1,319	1,400	1,400
41312 Data Communications	24,934	23,774	15,324	21,865	23,817
413130 Software Maintenance	109,557	112,261	126,301	124,708	143,771
41315 Voice Communications	38,095	28,338	28,425	29,325	29,325
41379 Professional Services	3,811	1,010	2,020	8,657	8,657
41401 Administrative Charges	62,063	65,166	68,424	153,526	179,277
4175 Software Licenses	25,000	-	23,800	34,182	4,000
4374 Capital Equipment	83,206	70,275	74,850	753,345	430,453
Total Financing Uses	904,009	848,236	905,494	1,774,766	1,498,524
Excess (Deficiency) of Financing Sources over Financing Uses	185,899	236,423	362,036	(539,970)	(123,363)
Accrual Adjustment	(8,885)	(8,652)	(1,372)	-	-
Balance - Beginning	390,276	567,290	795,061	1,155,725	615,755
Balance - Ending	\$ 567,290	\$ 795,061	\$ 1,155,725	\$ 615,755	\$ 492,392

Budget Information

Fund 64 - Information Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2006	FY 2007	FY 2008
Appointed - Category 2:					
Information Services Director	\$ 2,532.00	\$ 3,798.00	1.00	1.00	1.00
Regular:					
Programmer / Analyst	\$ 1,904.80	\$ 2,857.20	1.00	1.00	1.00
GIS Administrator	\$ 1,670.40	\$ 2,505.60	1.00	1.00	1.00
Network Administrator	\$ 1,670.40	\$ 2,505.60	1.00	1.00	1.00
IS Technician III	\$ 1,390.40	\$ 2,085.60	1.00	1.00	1.00
IS Technician II	\$ 1,319.20	\$ 1,978.80	1.00	1.00	1.00
GIS Technician II	\$ 1,319.20	\$ 1,978.80	0.00	1.00	0.00
IS Technician I	\$ 1,145.60	\$ 1,718.40	1.00	1.00	1.00
GIS Technician I	\$ 1,145.60	\$ 1,718.40	1.00	0.00	1.00
Total FTEs			8.00	8.00	8.00

3

3

Fee Information	2004 Approved	2005 Approved	2006 Approved	2007 Approved	2008 Approved
31491 Sale of Maps, Copies & Information					
Custom Staff Work (including information requests, programming, maps, and database searches - charged per hr with a 1 hr minimum - printing or copying is charged separately)	\$80	\$80	\$80	\$85	\$88
Black and White Copies (per page + postage)					
8 1/2 x 11	\$0.14	\$0.14	\$0.14	\$0.15	\$0.16
8 1/2 x 14	\$0.20	\$0.20	\$0.20	\$0.21	\$0.16
11 x 17	\$0.32	\$0.32	\$0.32	\$0.33	\$0.33
Larger Sizes (per sq. ft.)	N/A	N/A	N/A	N/A	\$0.80
24 x 36	\$5.40	\$5.40	\$5.40	\$5.65	Discontinued
36 x 48	\$8.60	\$8.60	\$8.60	\$9.00	Discontinued
Color Copies and Printing (per page + postage)					
8 1/2 x 11	\$1.66	\$1.66	\$1.66	\$1.66	\$1.66
11 x 17	\$2.18	\$2.18	\$2.18	\$2.18	\$2.65
Larger Sizes (per sq. ft.)	N/A	N/A	N/A	N/A	\$3.50
24 x 36	\$18	\$18	\$18	\$18	Discontinued
36 x 48	\$23	\$23	\$23	\$23	Discontinued
Aerial Photography as TIF File (per quarter section + postage)	\$100	\$100	\$100	\$100	\$100
Contours & Elevations as DWG File (per quarter section + postage)	\$70	\$70	\$70	\$70	Discontinued
GIS Layers in Elect. Format / Layer	N/A	N/A	N/A	N/A	\$12
318261 IS Charges					
Cost per Harris Module Connection per Yr					
Operating	\$216.25	\$226.11	\$206.77	\$237.19	\$260.97
Capital	\$70.59	\$78.31	\$61.40	\$51.65	\$51.63
Cost per Court System Connection per Yr					
Operating	\$397.08	\$299.06	\$353.69	\$362.66	\$652.85
Capital	\$221.97	\$234.75	\$219.23	\$176.73	\$171.10
Cost per GIS System Connection per Yr					
Operating	\$1,203.86	\$608.48	\$1,483.57	\$920.12	\$1,088.42
Capital	\$384.67	\$332.11	\$152.98	\$126.73	\$127.41

Budget Information (cont.)
Fund 64 - Information Services

Fee Information	2004 Approved	2005 Approved	2006 Approved	2007 Approved	2008 Approved
Cost per GroupWise Connection per Yr					
Operating	\$20.13	\$19.74	\$24.63	\$23.57	\$22.47
Cost per Document Imaging Connection per Yr					
Operating	\$381.19	\$345.88	\$188.57	\$214.36	\$226.21
Capital	\$342.37	\$334.01	\$125.25	\$106.92	\$109.48
Cost per Network Connection per Yr					
Operating	\$1,123.04	\$1,464.68	\$1,545.34	\$1,728.80	\$1,715.52
Capital	\$132.32	\$179.84	\$171.15	\$152.63	\$163.14
318262 Telephone Charges					
Cost per Telephone per Yr					
Operating	\$254.62	\$282.13	\$212.53	\$239.30	\$257.81
Capital	\$75.81	\$74.65	\$67.03	\$53.61	\$53.79

Capital Budget - Fund 641	2007 Budgeted	2008 Approved	2009 Planned	2010 Planned	2011 Planned
64001 - General Equipment - The FY 2008 request includes scheduled replacement of five PC's for the Information Services staff. It also includes \$50,000 in equipment contingency for unscheduled adjustments to the capital plan.	\$ 100,629	\$ 60,700	\$ 51,600	\$ 52,500	\$ 52,200
64002 - Financial Software - The city's financial software is scheduled to be replaced in FY 2009. We have chosen to upgrade our Utility Billing portion of the software with our current vendor at a significantly reduced cost. All options will be thoroughly explored before the scheduled replacement date.	\$ -	\$ -	\$ 400,000	\$ -	\$ -
64003 - Citywide GIS - The GIS server and main plotter are scheduled for replacement in FY 2008.	\$ 32,000	\$ 25,000	\$ 12,500	\$ -	\$ -
64004 - Document Imaging - The city's document imaging system is scheduled for replacement in FY2011.	\$ -	\$ -	\$ -	\$ -	\$ 107,500
64005 - IT Projects - Police & Fire - This money was set aside by the police department through equipment management savings and is held in reserve for their computer equipment replacement.	\$ 53,645	\$ -	\$ -	\$ -	\$ -
64012 - Telephone Switch - A five-year maintenance contract on the telephone switch is scheduled for renewal in FY 2008.	\$ -	\$ 50,000	\$ -	\$ -	\$ -
64013 - Development Tracking Software - This is software for the community development department that is funded by an increase in business license fees and building permits. The increased revenue is tracked separately in account 3169 (Sundry Revenue). The software will not be purchased until the revenue collected is adequate to fund the purchase and until the City Council gives final approval.	\$ 317,974	\$ 67,000	\$ -	\$ -	\$ -
64014 - Prosecution/Court Integration - This funds the final phase of a project that integrates the police, court, and prosecution databases in a way that maintains separate systems but prevents triple input and results in significant clerical savings.	\$ 31,155	\$ -	\$ -	\$ -	\$ -
64015 - Accounting Software Server - Replacement of the server that runs the accounting software is scheduled for FY 2008.	\$ -	\$ 30,000	\$ -	\$ -	\$ -
64017 - Main Network Server - The main network server is scheduled for replacement in FY 2008.	\$ -	\$ 13,000	\$ -	\$ -	\$ -

Budget Information (cont.)
Fund 64 - Information Services

Capital Budget	2007 Budgeted	2008 Approved	2009 Planned	2010 Planned	2011 Planned
64018 - Uninterrupted Power Supply - The UPS batteries are scheduled for replacement at City Hall and various remote sites in FY 2010.	\$ -	\$ -	\$ -	\$ 7,000	\$ -
64019 - Tape Library - The tape library used to back up all systems is scheduled for replacement in FY 2009.	\$ -	\$ -	\$ 10,000	\$ -	\$ -
64022 - Court Server - The server for the court system is scheduled for replacement in 2011.	\$ -	\$ -	\$ -	\$ -	\$ 30,000
64023 - Remote Servers - The servers at Parks and Fire are scheduled for replacement in FY 2008. The Public Works server is scheduled for replacement in FY 2009 and the Public Utilities server is scheduled for replacement in FY 2010.	\$ -	\$ 11,000	\$ 7,500	\$ 7,500	\$ -
64024 - City Hall Website Design - This money was set aside to improve the city's website.	\$ 38,981	\$ -	\$ -	\$ -	\$ -
64025 - Wireless Network Radios - Replacement for the radios that transmit data across the wireless network is scheduled as needed.	\$ 34,152	\$ 43,200	\$ -	\$ 5,400	\$ 32,400
64026 - Data Switches - Replacement for one of the data switches in City Hall is scheduled for FY 2007 and the other switch in FY 2008. The data switches for the outlying buildings are also scheduled for replacement in FY 2008 through FY 2011.	\$ 50,000	\$ 81,500	\$ 2,700	\$ 1,800	\$ 5,400
64028 - GPS Units - Public Works - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Public Works. Future replacements will be the department's responsibility.	\$ 12,100	\$ 12,900	\$ -	\$ -	\$ -
64029 - GPS Units - Public Utilities - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Public Utilities. Future replacements will be the department's responsibility.	\$ 19,200	\$ -	\$ -	\$ -	\$ -
64030 - GPS Units - Parks - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Parks. Future replacements will be the department's responsibility.	\$ 4,200	\$ -	\$ -	\$ -	\$ -
64901 - Harris System - This funds the upgrade of the Harris NorthStar Utility Billing software.	\$ 59,309	\$ -	\$ -	\$ -	\$ -
64910 - Storage Area Network (SAN) - This funds the purchase of network equipment that will reduce the number of required city servers and allocate storage space more efficiently.	\$ -	\$ 18,098	\$ -	\$ -	\$ -
64911 - VMWare - This funds the purchase of network software that works in conjunction with the SAN to consolidate the city's servers.	\$ -	\$ 18,055	\$ -	\$ -	\$ -
Total Capital Budget	\$ 753,345	\$ 430,453	\$ 484,300	\$ 74,200	\$ 227,500

